The Power of Asking the Best Questions for Successful ADR's

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Marilee Adams, Ph.D.
Inquiry Institute

ADR Lunchtime Series
Interagency ADR Working Group
Workplace Conflict Management Section

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Objective

Empower your ability to ask questions that lead to more successful resolutions:

- Highlight the power and purposes of questions

- Explore the connection between questions and results

- Reinforce the mediation mindset

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Purposes of Questions

With a partner, take turns answering these questions:

- In general, how many purposes can you think of for asking questions?

- In ADR's, how many purposes can you think of for asking questions?

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Power & Purposes of Questions

- Resolve problems
- Evaluate, assess, and critique
- Set and accomplish goals
- Clarify and confirm listening
- Negotiate and resolve conflicts
- Focus attention
- Create and innovate – open new possibilities
- Catalyze productive and accountable conversation and action

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Power & Purposes of Questions

- Gather information
- Build and maintain relationships
- Communicate and have conversations
- Learn and Teach
- Reflect
- Think critically, creatively, and strategically
- Discover and challenge assumptions
- Make decisions and choices

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Questions, Behavior, & Results

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Learner/Judger Self-Questions

Judger	Learner
What's wrong with me?	What's right? What works?
Whose fault is it?	What am I responsible for?
How can I prove I'm right?	What are the facts?
How can I be in control?	What can I learn?
Why are they so clueless?	What are my choices?
How will this hurt me?	How can this be useful?
Why is he/she so stupid & frustrating?	What is he/she thinking, feeling, & wanting?
Why bother?	What's possible?

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Learner/Judger Mindsets

Judger	Learner
Judgmental, dismissive	Accepting, discerning
Reactive, automatic	Responsive, reflective
"Know-it-already"	Values not-knowing
Blame	Responsibility
Either/or thinking	Both/and thinking
Inflexible and rigid	Flexible and adaptive
Own point of view only	Multiple perspectives
Fears differences	Values differences
Defends assumptions	Question assumptions
Primary mood-- protective	Primary mood-- curious

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Learner/Judger Relationships

Judger	Learner
Win-Lose relating	Win-Win relating
Separates	Connects
Listen for:	Listen for:
■ Agree or disagree	■ Facts/perspective
■ Right or wrong	■ Learning/usefulness
Debate	Dialogue
Feedback = rejection	Feedback = helpful
Wants to be right	Wants to understand
Seeks to attack or is defensive	Seeks to resolve and create

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Learner/Judger Communication

Judger
Destructive Conflict
- Win-Lose relating
- Separates
- Listen for:
  - Agree or disagree
  - Right or wrong
- Debate
- Feedback = rejection
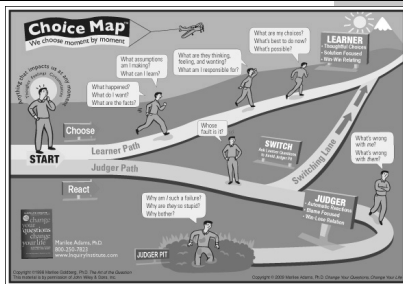- Wants to be right
- Seeks to attack or defensive

Learner
Constructive Conflict
- Win-Win relating
- Connects
- Listen for:
  - Facts/perspective
  - Learning/usefulness
- Dialogue
- Feedback = helpful
- Wants to understand
- Seeks to resolve and create

The Choice Map™

Switching Questions

Choice Map Practice

How could you use the
Choice Map in ADR
situations?

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Great results
begin
with great questions!

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Marilee Adams, Ph.D.

Inquiry Institute
Marilee@InquiryInstitute.com
www.InquiryInstitute.com
800-250-7823

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